



B. J. Walker, Commissioner
Martin J. Rotter, Director

Georgia Department of Human Resources • Office of Regulatory Services • Personal Care Home Program
Two Peachtree Street, NW • Suite 31-447 • Atlanta, Georgia 30303-3167 • (404) 657-4076 • FAX (404) 657-3655

Dear Applicant:

Enclosed is your **INITIAL APPLICATION PACKAGE** for a permit to operate a Personal Care Home. All enclosed forms except the “RULES CHECKLIST” must be completed and returned to this office. The following steps should be followed.

1. Read the enclosed copy of the Rules and Regulations for Personal Care Homes, Chapter 290-5-35. Make sure you fully understand all the rules you are responsible for meeting as a licensed personal care home provider.
2. Read carefully and answer all questions on the enclosed copy of the “RULES CHECKLIST” for Personal Care Homes. This form is solely for your use in helping you determine if you meet the rules. **DO NOT RETURN IT.** If there are rules you do not meet, you are to start taking action to meet that rule or rules. After you have determined that you are in compliance with the rules, have obtained all other necessary inspections as identified on the “APPLICATION CHECKLIST,” submit your completed application package to the Office of Regulatory Services (ORS). Staff will call you to schedule an initial on-site inspection. **NOTE:** Failure to demonstrate compliance during the initial survey may delay the issuing of your permit to operate a personal care home.
3. Ensure that you have met all local requirements. Local requirements vary by county and by cities within a county. Your plans may need to be reviewed by the county public health department or by a local or state fire safety inspector. You may need to meet local zoning requirements. You may be required to obtain a business license. There may be fees associated with various reviews, inspections, permits, or licenses. Check these local requirements out carefully.
4. Follow the enclosed instructions for processing criminal records check applications. Administrators and on-site managers must complete two (2) fingerprint cards and a Criminal Records Check (CRC) Application form and return it to ORS with the correct fees (\$3.00 for each CRC application with a check or money order payable to DHR and \$24.00 for each set of fingerprint cards with a money order **ONLY** payable to GBI). All other staff must have a criminal history record check from the local police department. **NOTE:** Incorrect CRC applications may delay the issuing of your permit.
5. Complete the application. Be sure to read the application fully, complete all blanks, and date and sign the application. Also carefully review and follow the **STEPS FOR SUCCESSFUL APPLICATION.** These steps advise you of other inspections that must be obtained and submitted as part of your application package.

6. Return the application, inspections and other materials required in your application package to the following address:

Personal Care Home Program
Office of Regulatory Services
2 Peachtree Street, N.W., Suite 31.447
Atlanta, Georgia 30303-3167

You are responsible for meeting all the Rules and Regulations for Personal Care Homes. Your signature on the application form certifies to the Department of Human Resources that you have read and that you do meet those rules.

The Department is responsible for inspecting all homes prior to licensure. You may also be inspected on an annual basis. All complaints received about the operation of a home are investigated by unannounced visits. **Your signature on the application form is also your consent for survey staff to visit your home at any time to investigate complaints as appropriate.** Please note that while most complaints may be investigated during normal business hours, some complaints may require visits on weekends or at night. You are expected to cooperate with all investigations.

When your application has been deemed complete and in compliance with all requirements, you will receive a permit. Receipt of this permit is authorization to begin operation of your personal care home. Please allow adequate time for processing of your application.

If you cease operation of your personal care home or if you move, your permit is not transferable and should be returned to the Office of Regulatory Services. Again, your permit is not transferable to another individual or a new address. Additionally, if you move and your satisfactory fingerprint clearance is over a year old, you will be required to submit a new Criminal Records Check Application and finger print cards for the administrator and on-site manager and new Criminal Records Check Applications for all staff who have had a criminal records check determination prior to one year from the date of application.

If you have questions about the licensing process, you may contact a surveyor with the Office of Regulatory Services. **To assist you in completing the necessary forms or understanding the Personal Care Home Rules and Regulations, feel free to contact an application specialist. Once your application packet is completed, an in-office conference may be arranged.** Please contact the Office of Regulatory Services, Personal Care Home Program at 404-657-4076 to schedule an appointment. An Indicator Manual has also been developed to explain the purpose or purposes of the rules and provide indicators, i.e. those things that a licensing surveyor will check to determine whether a rule is met or the ways a surveyor will check compliance with the rules. This manual is available, as well as other publications. See the enclosed order form to request additional information. Finally, training is provided on an annual basis. Request a training brochure or check the ORS web site at www2.state.ga.us/Departments/DHR/ORS for training information.